

Figure 1

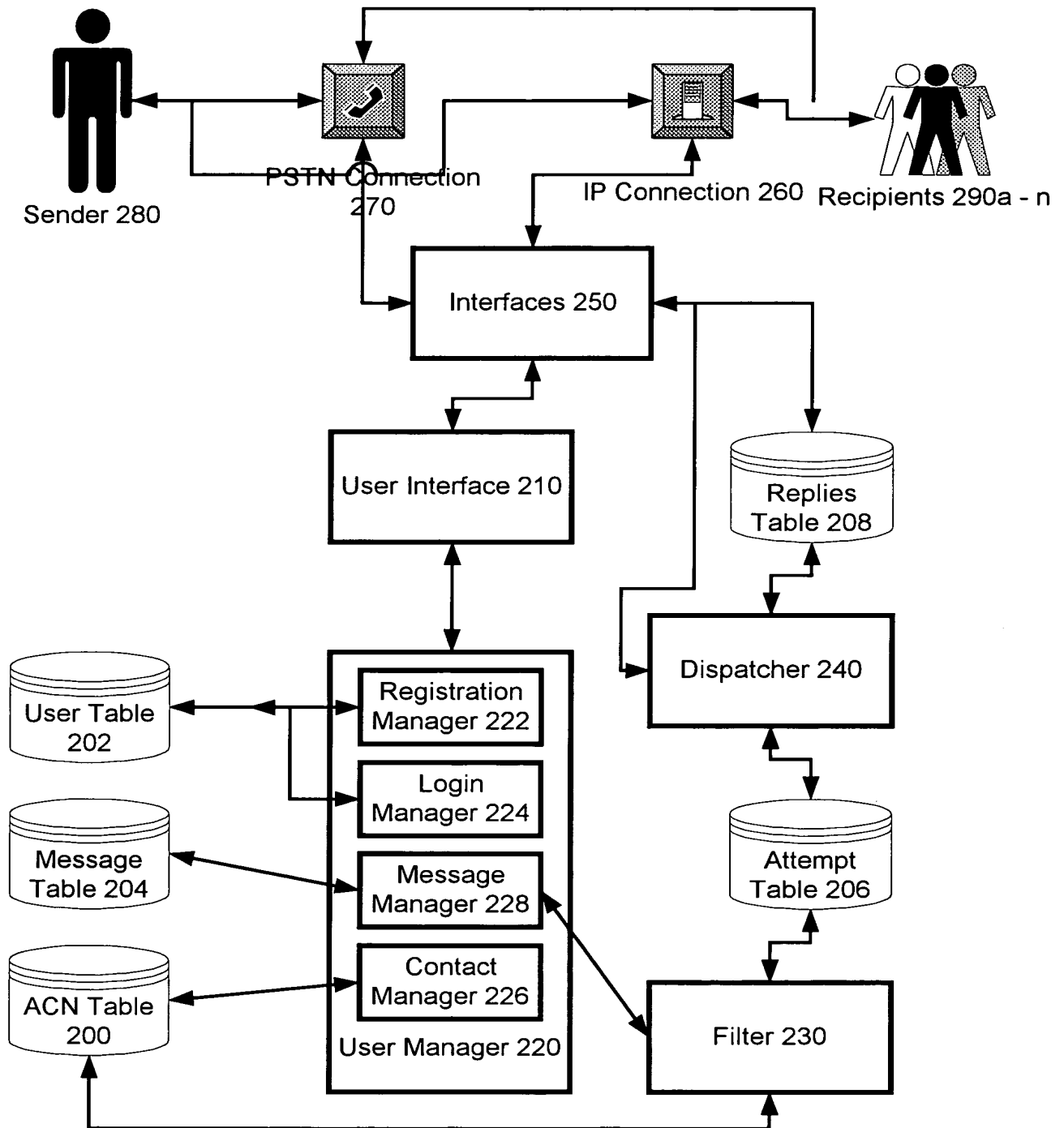


Figure 2

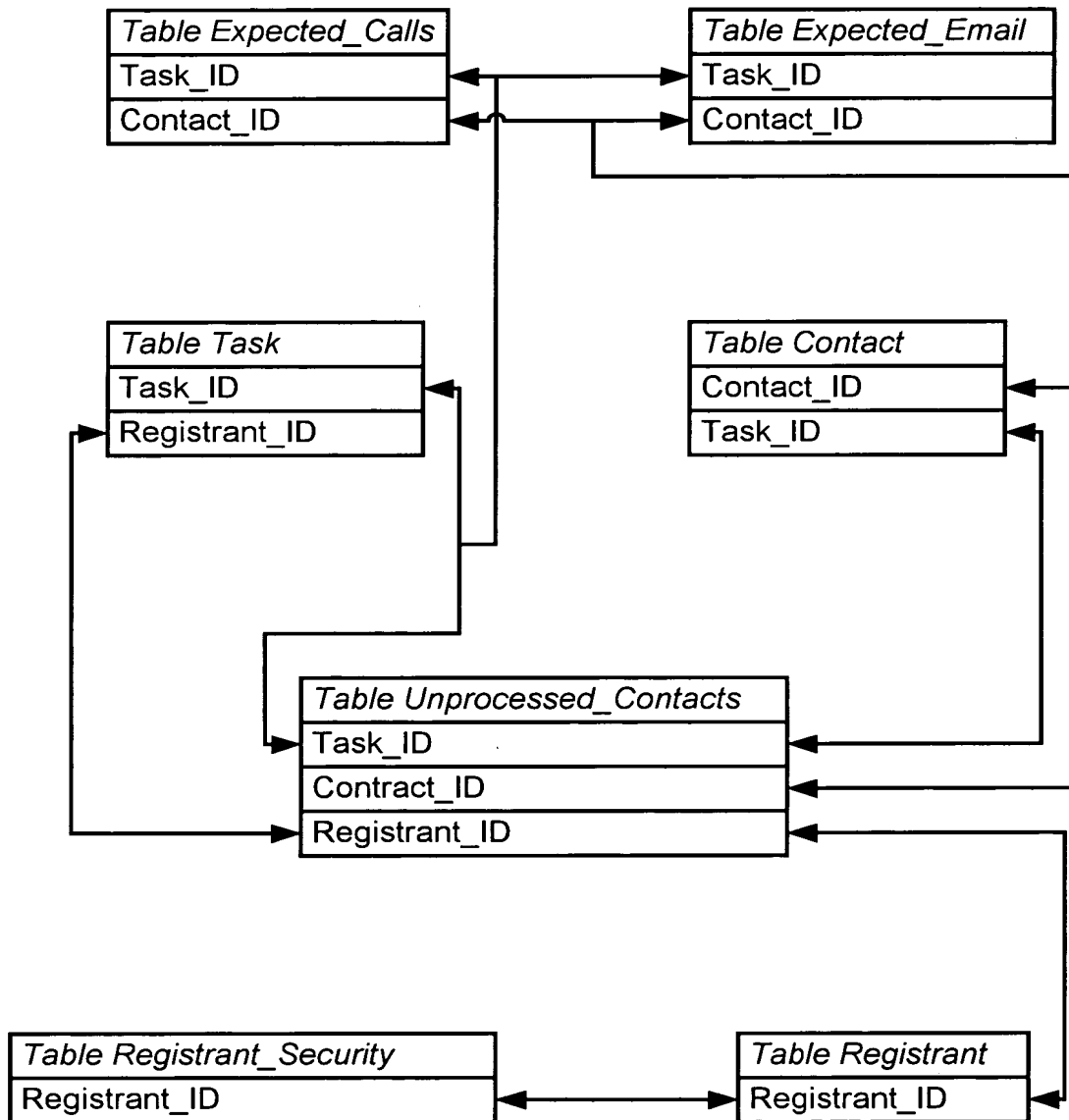


Figure 3

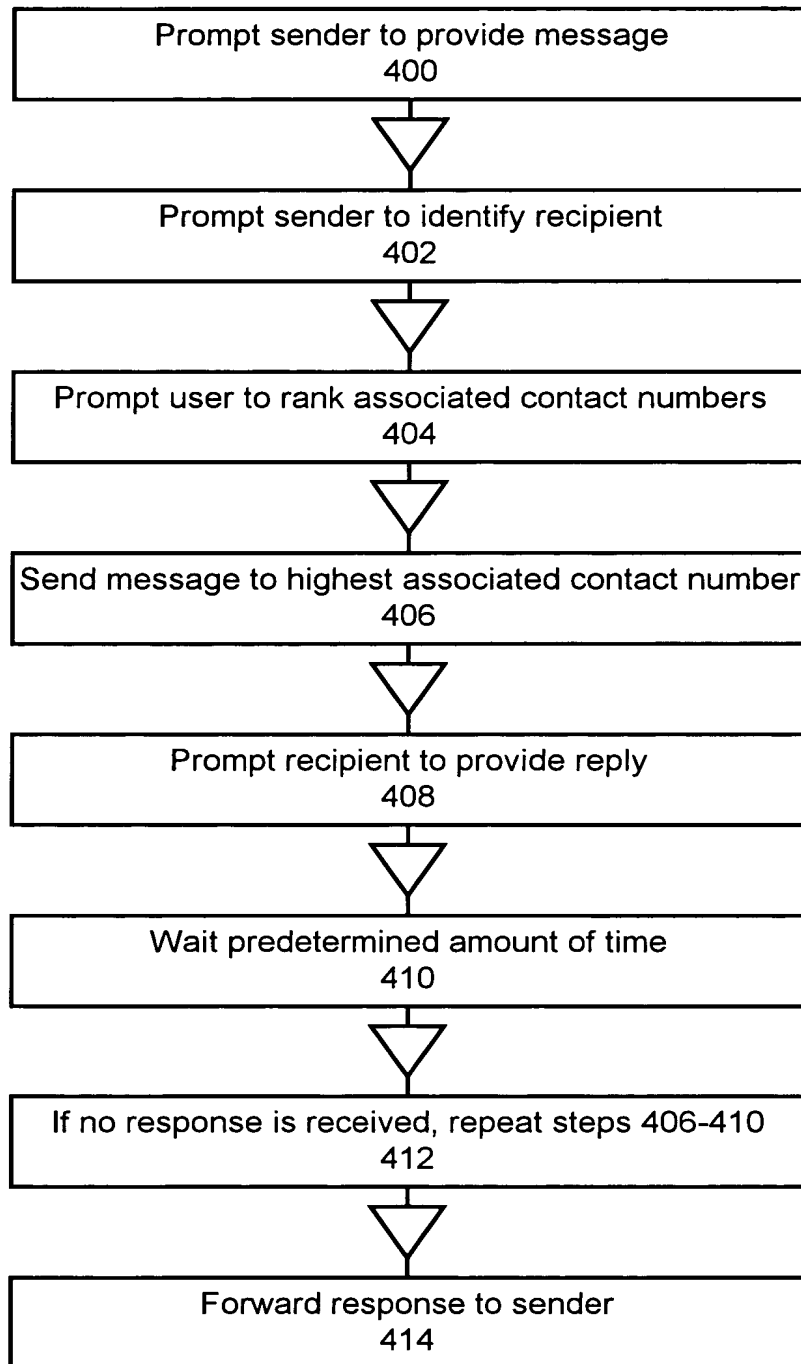


Figure 4

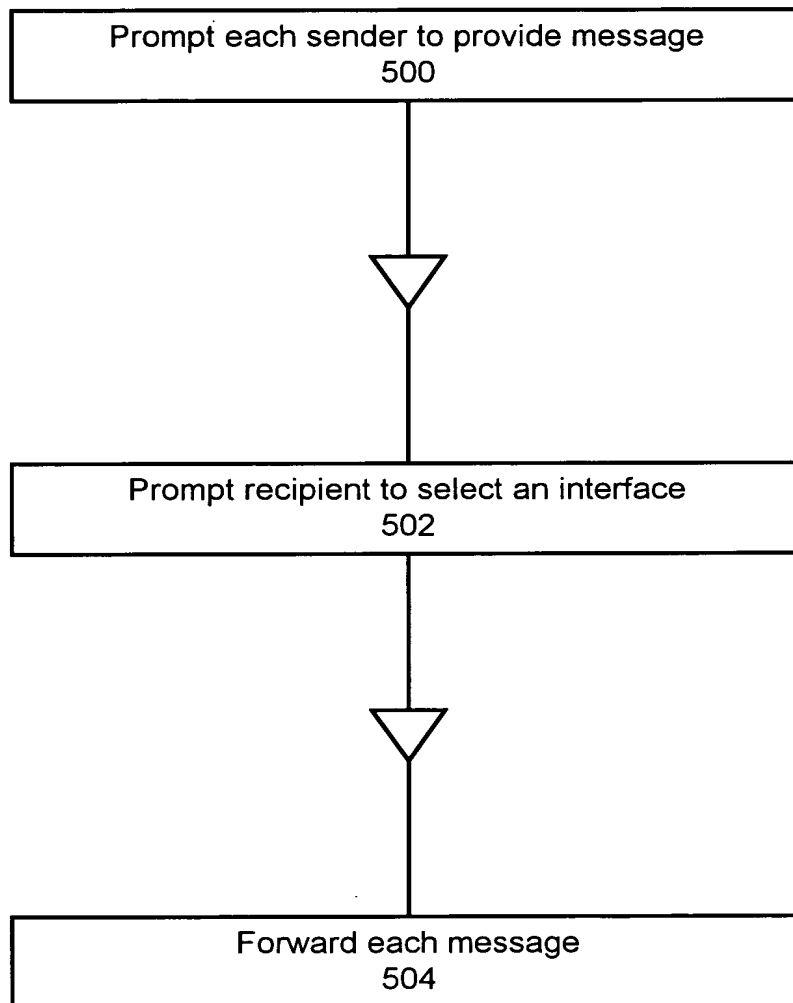


Figure 5

ADD/EDIT CONTACT	
Contact #	
Assigned by system	620
Empty if new contact	
NAME	
To use in contacting	Saim
Up to 20 char.	
TELEPHONE	Country Area and Number Ext.
Number	2153829697
or	optional mandatory optional
E-MAIL address	
up to 40 char.	
MODE	Telephone *
Optional	
WHEN	
Optional	As soon as possible *
Default	
As Soon as possible	
EXP. Expiration Time	Date Time
Optional	
Default 12 hours	mm/dd/yyyy hh:mm
ALT. This contact is	0
alternate to contact #	If will execute when the above
	contact expires (use *1* to denote
	the previous contact)
Submit	Delete

Sender Name Marten Hirsch

Date Submitted 6/1/00

Subject Sales Data

Message (limited 400 characters)

We have not received your weekly sales data. Please respond with the figures.

610

Submit

Figure 6A

Response Result Table		Total # of Contacts	2	Yes/Accept	2
Not Reached	0	Total # of Responses	2	No/Reject	0

Task Contact Report

# (1)	Name (2)	Number (3)	Email (4)	M (5)	W (6)	E (7)	D (8)	T (9)	S (10)	R (11)	G (12)	P (13)	L (14)	D (15)	M (16)
1.	Marten	2133540335	269	P	A	1	000	0	0	0	0	0	1	14:06	2
	275,000 for the week														
2.	gally	2133529697		P	A	1	000	0	0	0	0	0	2	18:45	26
	325,000 for the week														

1. # - Contact number
 2. Name - To use in contacting, including title (if any), up to 20 characters.
 3. Number / email
 a - Telephone: up to 20 characters -- Country code, area code, number, extension (country code and extension are optional).
 b - Email up to 40 characters
 4. M-Made, P-Phone, E-email, F-fax, G-gaging
 5. Default telephone for numbers, email for email addresses
 W - Hours for contact
 W - Working hours, 9:00 to 17:00
 E - Evening hours, 18:00 to 23:00
 A - Default, anytime, as soon as possible.
 6. End Time to discontinue pursuing contact and start alternate contact (in Alt. area)
 D - day T - Time, Default 72 hours
 7. Alt - Alternative contact number Default no alternative contact.
 8. S - Status
 1 - contact being initiated
 2 - busy line - retry in 15 minutes
 3 - no answer - retry in 60 minutes
 4 - illegal telephone / address, contact terminated
 5 - left message to call / mail back
 6 - contactee provided alternative number to contact
 7 - no response / hung up
 8 - response obtained
 Only contacts with status 1-4 can be updated.
 9. R - Response
 1 - Yes or accept
 2 - No or decline
 3 - No opinion
 4 - Message refused
 5 - Sender not to contact again
 6 - Blank / no response
 10. Last - D - day, T - time of last try/contact
 11. Min - Minutes
 Cumulative minutes per telephone contact, charged at 10s / minute

Figure 6B

web for phone chat

new sender modify reg. address distribution contact us help

Customization

Add / Edit Message

Sender Name Name
Date Submitted Date

Subject

Message (limited 400 characters)

We have not received your weekly sales data. Please respond with the figures.

select message
New Message

single contact message customization
multiple contacts report

Date Time Default
Start Time Immediately
mm/dd/yyyy hh:mm

Voice Greeting ☐ Copy to new message ☐

ADD / EDIT CUSTOMIZATION

☐ Outbound Outbound/Inbound Phone Number assigned by system

CONTACT PLAN

Greeting

MESSAGE

Response Prompt	Name	Text	Sound	Type
1. Prompt 1	Weekly Sales	What are your weekly sales?	<input type="text" value="Voice"/>	<input type="text" value="Data"/>
2. Prompt 2			<input type="text" value="Voice"/>	<input type="text" value="Data"/>
3. Prompt 3			<input type="text" value="Voice"/>	<input type="text" value="Data"/>
4. Prompt 4			<input type="text" value="Voice"/>	<input type="text" value="Data"/>
5. Prompt 5			<input type="text" value="Voice"/>	<input type="text" value="Data"/>

REPEAT PROMPTS ☐ TO ☐ TIMES

Final Message

Figure 6C

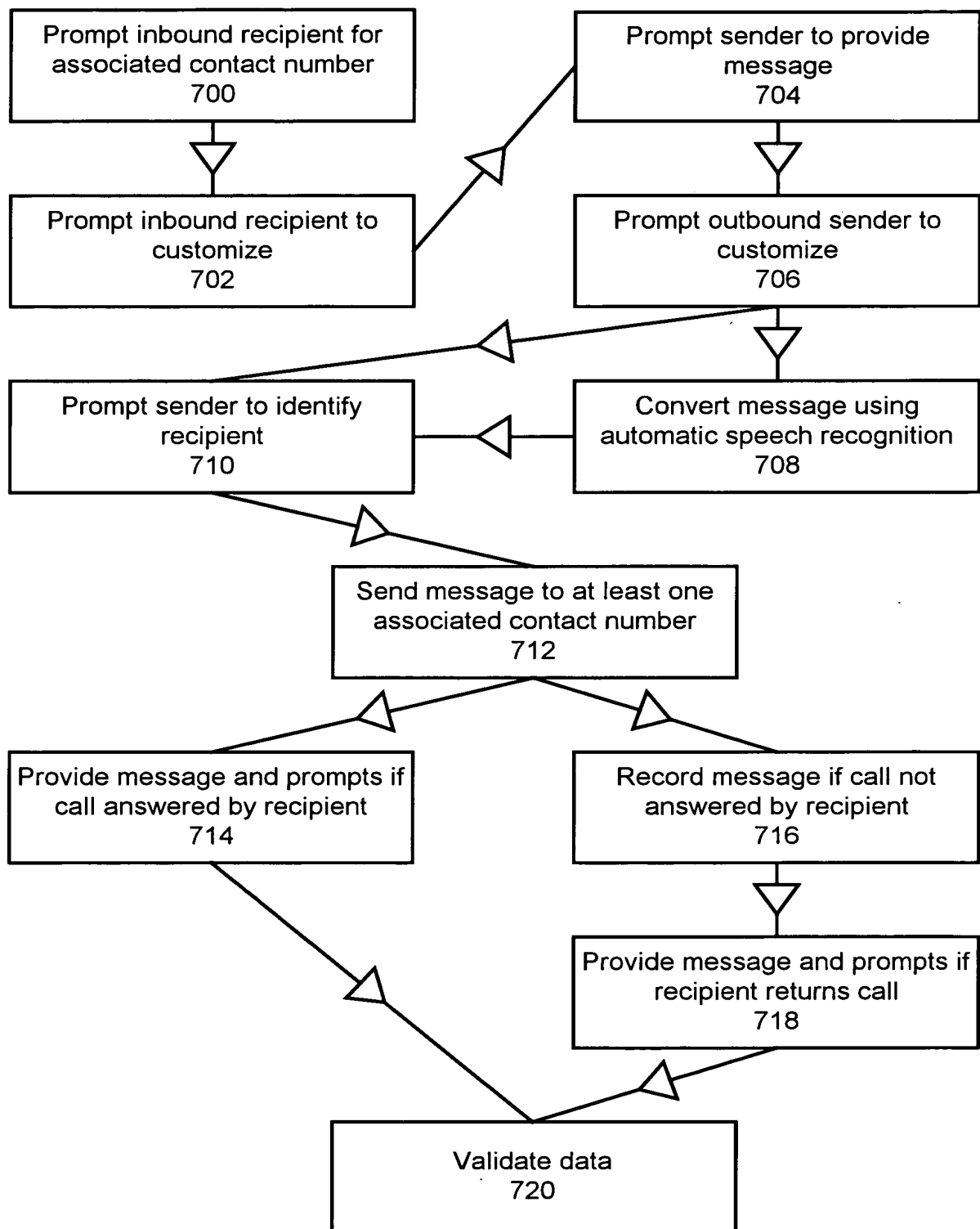


Figure 7